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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/259,981	03/01/1999	TIMOTHY BEAN	02950.P010	5937

7590 04/13/2004

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EXAMINER

WINDER, PATRICE L

ART UNIT	PAPER NUMBER
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2155

DATE MAILED: 04/13/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

16

Office Action Summary

Application No.

09/259,981

Applicant(s)

BEAN ET AL.

Examiner

Patrice Winder

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 04 February 2004.
2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-7,9-18,20-35 and 37-41 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) 1-7,9-18,20-35, 37-41 is/are rejected.
7) ☐ Claim(s) _____ is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The text of those sections of Title 35, U.S. Code 102 not included in this action can be found in a prior Office action.
2. Claims 27 is rejected under 35 U.S.C. 102(a) as being anticipated by Brooks et al., USPN 5,825,869 (hereafter referred to as Brooks).
3. Regarding claim 27, Brooks taught an apparatus to route a transaction (abstract), comprising:

a transaction handler configured to receive an identity of a resource associated with a transactional processing system, the resource being capable of servicing a transaction (column 8, lines 54-56, column 9, lines 31-37); and

wherein the transaction routing controller supplies the transaction to the identified resource (column 8, lines 58-63).

Claim Rejections - 35 USC § 103

4. The text of those sections of Title 35, U.S. Code 103 not included in this action can be found in a prior Office action.
5. Claims 1-7, 9-18, 20-26, 28-35 and 37-41 are rejected under 35 U.S.C. 103(a) as being unpatentable over Brooks in view of Gechter et al., USPN 5,274,700 (hereafter referred to as Gechter).
6. Regarding claim 1, Brooks taught a method of routing a transaction (abstract), the method including:

receiving a transaction request associated with the transaction, the request identifier being derived from the transaction from the customer (column 5, lines 40-54, column 12, lines 24-25);

identifying a resource associated with a transaction processing system based upon the resource data, the resource data being indicative of capabilities of resources associated with the transactional processing system (column 13, lines 21-28, 56-59);
and

routing the transaction to the identified resource (column 13, lines 65-66).

Brooks does not specifically teach reserving the agent. However, Gechter taught prior to routing the transaction to the identified agent, reserving the agent which has been identified (column 13, lines 35-57). It would have been obvious to one of ordinary skill in the art at the time the invention was made that incorporating Gechter's reserving agent's in Brooks system for selecting an agent would have improved system flexibility. The motivation would have been provided greater flexibility in locating agents and determining which agent an incoming call should be routed to.

7. Regarding dependent claim 2, Brooks taught including supplying the resource data (column 13, lines 11-15) and the transaction request (column 12, lines 24-25) to a transactional routing controller which routes the transaction based on the resource data and the transaction request (column 8, lines 17-21, column 13, lines 56-66).

8. Regarding dependent claim 3, Brooks taught the transaction contains an identifier indicating the nature of the transaction request (call includes identification information, column 12, lines 25-39).

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9. Regarding dependent claim 4, Brooks taught including generating a data message in response to the transaction request, the data message providing the identifier to a transactional routing controller (column 12, lines 24-25, column 13, lines 5-9).
10. Regarding dependent claim 5, Brooks taught the resource data is supplied from the transaction processing system and identifies the resource capabilities associated with each resource of the transactional processing system (column 8, line 66 - column 9, line 5).
11. Regarding dependent claim 6, Brooks taught identifying the resource includes:
comparing the resource data associated with a plurality of transactional processing systems to the transaction request (column 13, lines 20-22); and
determining a correlation between the resource data and the transaction request (column 13, lines 20-22); and
routing the transaction to an appropriate transactional processing system in response to the correlation (column 13, lines 56-59, 65-66).
12. Regarding dependent claim 7, Brooks taught determining the correlation between the resource data and the transaction request is determined in accordance with a set of operating rules (column 12, lines 27-29, column 13, lines 20-22).
13. Regarding dependent claim 9, Gechter taught communicating a reservation response from the transactional processing system to a transactional routing controller to confirm that the resource has been reserved (column 13, lines 42-55).

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14. Regarding dependent claim 10, Gechter taught generating a routing message based upon the reservation response, the routing message indicating the identity of the resource which has been reserved (column 13, lines 51-55).

15. Regarding dependent claim 11, Gechter taught supplying the transaction to the resource which has been reserved based upon the routing message (column 13, lines 64-66).

16. Regarding dependent claim 12, Brooks taught the transaction is supplied to a queue associated with the identified resource, the queue being configured to supply the transaction to the identified resource (column 8, lines 58-63).

17. Regarding dependent claim 13, Brooks taught the transaction is supplied to the transactional processing system which then supplies the transaction to the identified resource (column 7, lines 56-59, column 8, lines 11-21).

18. Regarding claim 14, Brooks taught an apparatus to route a transaction (abstract), the apparatus comprising:

a transaction handler to receive a transaction and generate a transaction request (transaction queue 56, column 5, line 40-56, column 8, lines 49-50);

a transaction routing controller (transaction dispatcher 52) to:

receive the transaction request and resource data from at least one transactional processing system (column 8, lines 50-63, column 13, lines 20-27), the resource data being indicative of capabilities of resources associated with the transactional processing system (column 8, line 66 – column 9, line 5)

identify an appropriate resource associated with the transaction processing system based upon the resource data and transaction request (column 13, lines 21-28, 56-59); and

supply the transaction to the appropriate resource (column 13, lines 65-66). Brooks does not specifically teach reserving the agent. However, Gechter taught reserving the agent and supplying the transaction to the appropriate agent after reserving the agent. For motivation for combination see claim 1, above.

19. Regarding dependent claim 15, Brooks taught the transaction contains an identifier indicating the nature of the transaction request (call includes identification information, column 12, lines 25-39).

20. Regarding dependent claim 16, Brooks taught a data message is generated by the transaction handler to provide the identifier to a transactional routing controller (column 12, lines 24-25, column 13, lines 5-9).

21. Regarding dependent claim 17, Brooks taught the resource data identifies the resource capabilities associated with each resource of the transactional processing system (column 8, line 66 - column 9, line 5).

22. Regarding dependent claim 18, Brooks taught the transaction routing controller compares the resource data and the transaction request to determine a correlation value between the resource data and the transaction request (column 12, lines 27-29, column 13, lines 20-22), the transactional routing controller using the correlation value to identify the appropriate resource associated with the transactional processing system to service the transaction request (column 13, lines 56-59, 65-66).

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23. Regarding dependent claim 20, Gechter taught the transaction processing system generates a signal confirming that the appropriate resource has been reserved (column 13, lines 42-55).

24. Regarding dependent claim 21, Gechter taught the transactional processing system supplies a reservation response to the transactional routing controller to indicate that the appropriate resource has been reserved (column 13, lines 42-55).

25. Regarding dependent claim 22, Gechter taught the transactional routing controller generates a routing message based upon the reservation response, the routing message indicating the identity of the resource which has been reserved (column 13, lines 51-55).

26. Regarding dependent claim 23, Gechter taught the transaction handler supplies the transaction to the resource which has been reserved based upon the routing message (column 13, lines 64-66).

27. Regarding dependent claim 24, Brooks taught the transaction handler supplies the transaction to a queue associated with the appropriate resource, the queue being configured to supply the transaction to the appropriate resource (column 8, lines 58-63).

28. Regarding dependent claim 25, Brooks taught the transaction handler supplies the transaction to the transactional processing system which then supplies the transaction to the appropriate resource (column 7, lines 56-59, column 8, lines 11-21).

29. Regarding claim 26, Brooks taught an apparatus to route a transaction (abstract), the apparatus including:

first means for receiving a transaction and generating a request identifier derived from the transaction from the customer (transaction queue 56, column 5, line 40-56, column 8, lines 49-50);

second means (transaction dispatcher 52) for:

receiving the transaction request and resource data from a third means (column 8, lines 50-63, column 13, lines 20-27);

identifying an appropriate resource associated with the third means, in accordance with associated operating rules (column 12, lines 27-29, column 13, lines 20-22), capable of servicing the transaction based upon the resource data and transaction request (column 13, lines 21-28, 56-59); and

supplying the transaction to the appropriate resource (column 13, lines 65-66).

Brooks does not specifically teach reserving the agent. However, Gechter taught reserving the agent and supplying the transaction to the appropriate agent after reserving the agent. For motivation for combination see claim 1, above.

30. Regarding claim 28, Brooks taught an apparatus to route a transaction (abstract), the apparatus including:

transaction routing controller (transaction dispatcher 52) to receive a request identifier and agent data from a transactional processing system (column 8, lines 50-63, column 13, lines 20-27), the transactional routing controller identifying an appropriate agent associated with the transaction processing system which is capable of servicing the transaction based upon the agent data and the request identifier, the request identifier being derived from the transaction (column 13, lines 21-28, 56-59); and

wherein the transactional routing controller supplies the transaction to the appropriate resource (column 13, lines 65-66). Brooks does not specifically teach reserving the agent. However, Gechter taught reserving the agent and supplying the transaction to the appropriate agent after reserving the agent. For motivation for combination see claim 1, above.

31. The language of claims 29-41 is substantially the same as previously rejected claims 1-13. Therefore, claims 29-41 are rejected on the same rationale as previously rejected claims 1-13, respectively.

Response to Arguments

32. Applicant's arguments with respect to claims 1-7, 9-18, 20-26, 28-35, 37-41 have been considered but are moot in view of the new ground(s) of rejection.

33. Applicant's arguments with respect to claim 27 has been considered but are moot because claim 27 does not recite the argued limitations.

Conclusion

34. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within

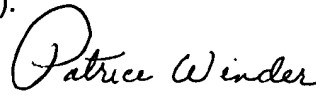
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TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

35. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Patrice Winder whose telephone number is 703-305-3938. The examiner can normally be reached on Monday-Friday, 10:30 am-7:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hosain Alam can be reached on 703-308-3662. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).


Patrice Winder
Primary Examiner
Art Unit 2155

plw